



Innovating Human Services in Virginia

VIRGINIA HEALTH & HUMAN RESOURCES

Inside eHHR

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VDSS: Building the Foundation for eHHR

This spring, the Virginia Case Management System (VaCMS) successfully rolled-out statewide to child day care providers and families with children. VaCMS manages child day care eligibility and enrollment, customer tracking, payment and vendor management.

This summer, the CommonHelp customer portal was successfully completed and has been fully deployed throughout the Commonwealth. We've already begun to see very encouraging usage and results from the utilization of CommonHelp. Today, a person anywhere in Virginia with access to the internet can see if they are eligible and apply online for SNAP, Medicaid, TANF, Energy Assistance or Child Day Care assistance. They can also check their benefits, update or manage their case through CommonHelp.

These recent successes are the foundation on which eHHR rests. What if...a mother receiving day care assistance wanted to apply for benefits for WIC through the Health Department or see if an aging relative was eligible for assistance through the "No Wrong Door" portal at the Department of Aging and Rehabilitative Services? What if they wanted to access support from the Behavior Health community or from one of the other programs within the Secretariat?

eHHR will answer these questions by expanding CommonHelp into a virtual human services one-stop shop for assistance.

VDSS is very excited about the opportunity to support the eHHR vision to provide families in the Commonwealth with much needed benefits and services. eHHR is the system that leads the Commonwealth into a new era of service delivery, and VDSS is building the foundation on which this system will stand.

Martin D. Brown, Commissioner
Virginia Department of Social Services



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Questions?

To ensure that we are meeting your communications needs, we invite you to send questions about the eHHR Program and its projects to the [eHHR Program Office](#).



Self-Directed Service: Virginia's Roadmap

The eHHR (electronic Health & Human Resources) vision for eligibility and enrollment modernization assumes that while some people will always need additional assistance applying for benefits, over time, the vast majority of citizens will enroll online by themselves. This is what the online services industry considers self-directed service. Self-directed service has many benefits for Virginia, its state workers, and the citizens served. Not the least of these benefits include:

- ◆ Through increased automation case workers will have more time to spend with the neediest population: for example, the aged, blind and disabled.
- ◆ Customers will be able to apply for benefits when it's convenient for them. The customer portal is available online 24/7, which eliminates challenges like transportation, child care, or time off work. A call center will be available to help customers with questions.
- ◆ Case workers will be able to reach members of the community who may be eligible for benefits using portable technology. For instance, workers will be able to take tablets or laptops into places like nursing facilities, schools, or HeadStart programs.
- ◆ Eligibility determination will be more accurate and streamlined when applicants' information is verified in real-time, when a single set of rules are applied, and when any missing information on the application is flagged prior to application submission. This will help customers get the right services at the right time while greatly reducing rework and enrollment errors.

So what will self-directed service look like? Customers with an internet connection will be able to log into the CommonHelp customer portal and apply for programs including Medicaid, CHIP, TANF, Energy Assistance, and SNAP. Medicaid and CHIP eligibility determinations will be performed automatically using a business rules engine. Whenever possible, verifications will be done electronically in real-time by matching data against federal and state databases.

When an applicant is found eligible, Medicaid and CHIP enrollments will be captured in the case record and sent to the MMIS. Instances of ineligibility will also be captured in the case record alerting workers to any necessary action. Some program requirements may require the case worker to perform an action within the workflow manually — such as the case with SNAP requiring phone interviews. Any exceptions or errors identified by the rules engine will trigger an alert to the case worker. The worker will be able to view a report stored in the eHHR document management system that will show where an exception or error occurred so the worker can resolve the issue as needed. When it comes time for a customer to renew their eligibility they will receive an automated reminder. Automated renewals will replace the current multi-step, inefficient, and often time consuming renewal processes. As a result, more customers will maintain their eligibility and be more likely to seek important preventive and routine medical care.

Years ago the Virginia Department of Motor Vehicles (DMV) took most of its business processes online so that customers could do things like register vehicles or change address in a real-time, self-service session without needing to visit a DMV office. The eHHR Program will similarly make eligibility determination and enrollment for health and social services in Virginia faster, easier, and more accurate. With eHHR systems modernization, Virginia will be able to better ensure that the right service is provided to the right person at the right time, thus improving the health of families and communities in the Commonwealth.

eHHR Upcoming Developments



You can expect to see the following developments in the near future:

- ◆ Implement consent collection via CommonHelp and changes to paper forms: CommonHelp, also known as the Customer Portal, is a web-based software application that provides a streamlined, secure, and interactive customer experience that will maximize automation, in addition to real-time eligibility determination while protecting privacy and personal identifiable information. Consent functionality features are being added to CommonHelp to provide verbiage asking the customer to allow information that identifies the person to be shared. The person may or may not consent to this basic information being shared. If the person consents it will be easier for this person to obtain services across COV agencies and it will help COV reduce fraud and abuse of the social services programs.
- ◆ Engage local DSS offices in process change discussion regarding new eligibility workflow: The Virginia Departments of Social Services works with some 120 local DSS offices to administer social services program for the citizens of Virginia. The increase in automation and self-directed services that will be implemented by EDSP will bring about changes in the eligibility process and workflow. These changes will allow social workers to spend less time on repetitive administrative tasks and allow them more time to help needy individuals and families with the more complex issues they face, providing the right services to the right people at the right time. VDSS will be working with local DSS to provide information and training to support the new eligibility workflow.
- ◆ Map migration of eligibility rules/policy from ADAPT to EDSP vendor system: An effort is underway to implement eligibility rules and policies into a configurable and flexible external rules engine that allows non-technical staff the ability to alter and maintain business rules. These business rules are administered through existing software systems, such as ADAPT, as well as through manual processes. To expedite the process of implementing existing COV eligibility rules in the new rules engine VDSS is working to extract rules from ADAPT to avoid re-creating all the rules from scratch. This includes DMAS staff reviewing the rules in CHAMPS to determine what can be extracted for use in the rules engine.

Questions or comments?

Email: eHHRProgram@dmass.virginia.gov